

AA
PEPFAR Ethiopia In-Country Reporting System (IRS)
Reporting Template

Development Alternatives Inc. (DAI)
PROGRESS REPORT FOR

FY2011

QUARTER I PROGRAM RESULTS (Q 1)
(OCT 2010 - DEC 2010)

CONTACT INFO FOR THIS REPORT:

Nancy Russell, Chief of Party,
+251911453393

LIST OF ACRONYMS

AIDS	Acquired Immunodeficiency Syndrome
ART	Anti Retroviral Therapy
DAI	Development Alternative Inc
EO	Extension Officer
AEO	Assistant Extension Officer
CM	Community Mobilizer
HIV	Human Immunodeficiency Virus
IP	Implementing Partner
NGO	Non Governmental Organization
OAC	Operational Area Coordinator
OVC	Orphan and Vulnerable Children
PEPFAR	The President's Emergency Plan for AIDS Relief
PLHA	People Living with HIV/AIDS
UGP	Urban Gardens Program
GD	Group Discussion
USAID	United States Agency for International Development
COP	Chief Of Party
DCOP	Deputy Chief of Party
MOH	Ministry of Health
JHU	Johns Hopkins University
WFP	World Food Program
IYCN	Infant and Young Child Nutrition
CBOs	Community Based Organizations
FBOs	Faith Based Organizations
MSH	Management Science for Health
PLHIV	People Living with Human Immunodeficiency Virus
MOU	Memorandum Of Understanding
HAPCO	HIV /AIDS Prevention and Control Office
GSL	Group Saving and Loan
IEE	Initial Environmental Examination
SNNPRS	Southern Nation Nationality and People Regional State
FAO	Food and Agriculture Office

TABLE OF CONTENTS

1. Reporting period	4
2. Publications/reports	4
3. Technical assistance	4
4. Travel and Visits	4
5. Activity	5
6. Accomplishments and successes during the reporting period	Error! Bookmark not defined.
7. Challenges and Constraints and plans to overcome them during the reporting period..	11
8. Data Quality issues during the reporting period	12
9. Major Activities planned in the next reporting period	122
10. Environmental compliance	133
11. Issues requiring the attention of USAID Management	144
12. Data Sharing with Host Government:	155
13. Appendices	155

1. Reporting period

From October 1, 2010	To December 30, 2010
----------------------	----------------------

2. Publications/reports

Did your organization support the production of publications, reports, guidelines or assessments during the reporting period?

No/Not Applicable

☐

Yes

☒

Please list below:

Publications/Reports/Assessments/Curriculums

Title	Author	Date
Draft dialogue tool	Tom Cole/USAID UGP staff	October, 2010
Proceedings policy meeting	Dr. Mandefro Nigussie	December 2010
Policy report	Andy Adam Bradford	December 2010

If Yes, Please attach an electronic copy of each document as part of your submission.

3. Technical assistance

Did your organization utilize short-term technical assistance during the reporting period?

No/Not Applicable

☐

Yes

☒

Please list below:

Consultants/TDYers

Name	Arrival	Departure	Organization	Type of Technical assistance provided
Kate Ogorzaly	10/2/09	12/18/09	DAI	Grant Management
Andrew Adam- Bradford	11/14/09	11/26/09	ECI	Urban Agricultural Policy
Thomas Cole	12/4/ 2010	12/18/10	ECI	Garden dialogue assessment
Alyson B. Lipsky	12/6/10	12/ 10/10	DAI	M & E support, Nutrition
Colter Bell	12/13/10	12/14/10	DAI	IT Support
Nicholas Parkinson	11/15/10	1/31/11	Local/ECI	Publications support
Dr. Mandefro Nigussie	11/10/10	1/1/11	Local/ECI	Policy workshop and report

If Yes, Please attach an electronic copy of the TA report as part of your submission.

4. Travel and Visits

Did your organization support international travel during the reporting period?

No/Not Applicable

☒

Yes

☐

Please list below:

International Travel (All international travel to conference, workshops, trainings, HQ or meetings).

Name	Destination	Departure from Ethiopia	Arrival	Host Organization	Purpose of the travel

Have any Monitoring Visit/supervision been made to your program in during the reporting period?

Description of Monitoring team	Start date	End date	Sites visited	Written recommendations provided

--	--	--	--	--

5. Activity

Program Area (Tick all which apply)	Activity ID	Activity Title (Please write the title of the activity)
<input type="checkbox"/> 01-PMTCT		
<input type="checkbox"/> 02-HVAB		
<input type="checkbox"/> 03-HVOP		
<input type="checkbox"/> 04-HMBL		
<input type="checkbox"/> 05-HMIN		
<input type="checkbox"/> 07-CIRC		
<input type="checkbox"/> 08-HBHC		
<input type="checkbox"/> 09-HTXS		
<input type="checkbox"/> 10-HVTB		
<input checked="" type="checkbox"/> 11-HKID		Care: OVC
<input type="checkbox"/> 12-HVCT		
<input type="checkbox"/> 13-PDTX		
<input type="checkbox"/> 14-PDCS		
<input type="checkbox"/> 15-HTXD		
<input type="checkbox"/> 16-HLAB		
<input type="checkbox"/> 17-HVSI		
<input type="checkbox"/> 18-OHSS		

6. Accomplishments and successes during the reporting period

Care OVC

Targets Exceeded

In the first quarter of year three USAID UGP reached 16, 052 households (7,269 Adult and 8,783 OVC gardeners) and 56,887 OVC with program interventions, which included gardening training and technical assistance along with referrals and other program interventions.. These numbers exceed the 12,000 households and 45,000 OVC that had been targeted for year three. Last April at the time recruitment was accelerated, it was determined that year 3 targets needed to be reached by quarter one of year 3 in order to ensure that gardeners got a year of experience. At that time the project was to officially end at the end of year 3. In August the optional years were dropped and the project was extended to 4 years. These numbers were met through the partnership with 41 implementing partner in 16 cities. In February 9 new implementing partners will be added along with 4 new cities. This is cycle two of year three and will extend to February of 2012.

Graduation and Transition of Year Two Beneficiaries

The beneficiaries of year two officially graduated in December, 2010. In year two the program reached 9,287 households and 28,928 OVC, exceeding the 7,500 and 26,250 figures that were targeted. A total of 7,516 household are ready to graduate (4,310 OVC caretakers, 3,206 OVC Gardeners) The remaining 1,777 need additional time technical support due to a late start. In some cases it took longer to procure land and access water. In other cases the current beneficiaries replaced beneficiaries who dropped out due to a variety of reasons (we are developing a tracking plan for drop outs).

Site Visit by high level White House Advisor

Dr. Ezekial Emanuel visited Kokebe Stebahe school on October 28 along with Meri Sinnit of the USAID health office. Dr. Emanuel is an advisor to President Obama. He visited the gardens at the school and talked to 20 students. His remarks were positive and he recommended to USAID and the US embassy that these gardens be replicated in health facilities across the country.

Annual Meeting

The USAID Urban Gardens Program (USAID UGP) annual meeting was held NOV 15-18, 2010 at the Ghion Hotel in Addis Ababa. The directors of all 41 implementing partners were present along with the USAID UGP management team, technical advisors, Operation area coordinators (OACs), Extension and Assistant Extension officers (Eos) were in attendance. Edson Muhwezi, the USAID COTR for the project also attended on the first day. There were 109 participants attending the meeting.

Meaza Yirga, the M and E officer for USAID UGP, seconded by FHI, along with Teklu Mulugeta of FHI presented the findings of the Outcome Evaluation that was conducted in July, 2010. The key points were presented and people divided into small groups to discuss the points and develop lessons learned.

The Key findings were:

- 80% of gardeners intend to continue gardening
- 98% of the gardeners consume vegetable they produced
- income among clients increased by 50% (growing from 200 bir per month to 300 bir per month)
- The percent of clients reporting reduction in stigma increased from 82.1% to 90%

The biggest programming gaps were found to be in gardening and HIV knowledge. Key gaps and actions were identified through small group work. Some recent activities like the development of a new training approach and the addition of staff to address marketing and OVCs and schools address some of the gaps. Better linkages to HIV education and improved integration of HIV as a topic area in discussion groups are planned.

The annual meeting was used to unite the implementing partners and staff around the goals of the program, to learn from the outcome evaluation as well as to learn from each other. Three examples of promising practices related to working with OVC, leveraging opportunities for marketing, and nutrition integration were presented Fiker Behiwot, Kalehiwot and Johns Hopkins University. Presented (in attached report) Policies for urban agriculture were also stressed as important, with the policy meeting to be held in Hawassa the next week. Mr Adrian Cullis from FAO update participants on the need of urban Agriculture policy and the contribution of policy to household food security and Dr Andy Bradford (urban agriculture specialist) presented global experience of urban agriculture and its contribution climate change and food security.

Achievements in Addition to PEPFAR indicatorsP:

All USAID gardeners and their plots will be operated for a year. Each plot is 48 square meters and is included inside a large group or school garden. Achievements in addition to PEPFAR numbers are listed below :

- Total number of 16,053 gardens¹ were established and managed by households. Each gardener has a plot of land included in a larger group or school garden site.
- Total number of 5,442 garden established and managed by HIV affected Women
- Total number of 8,783 garden plots established and managed by OVC gardeners
- The number of providers/caretakers trained in caring for OVC is 1,495 (477 male and 1018 female).
- The number of women-headed households participating is 5,442.
- The number of care takers and OVC trained in nutrition is 2800 (1062 males and 1738 females) were trained in nutrition issues through the discussion groups between EOs and beneficiaries.
- Gender related issues such as the roles each gender plays in caring for OVC, risk for disease contraction, etc. are important elements of discussion for our beneficiaries. During the reporting quarter 573 (98 males and 475 females) were trained in gender related issues.
- An additional 1,397 beneficiaries (513 males and 884 females) were trained on other related topics determined by relative necessity raised among beneficiaries during their group discussions between EOs, USAID UGP Operational Area Coordinators (OACs) and beneficiaries
- Total of 10,540Kg different types of vegetables were produced by the Households during the first quarter of the year and 2738 Kg of the vegetables were consumed by the beneficiaries.

Government Focal people assigned in each operation area

In each operation area government sector offices, especially Education office, Agriculture and Health offices assigned focal persons will be prepared with USAID UGP methodologies and expectations and will work closely with USAID UGP implementing partners. These focal people can provide training and technical support upon request and help to ensure sustainability after

¹ Gardens are number of garden managed by Caretakers and OVC gardener on a huge site

USAID UGP is no longer providing support.

Additional staff added to implementing partner grants

In order to maximize reach and to provide adequate technical support each Implementing partner added an assistant for each extension officer along with a community mobilizer.

In Kind Support Provided 17 motorbikes for 17 IPs, 36 water pumps , 2 electric pumps and 8 treddle pumps for , 14 water tankers and 874m HDP pipe were provided based on needs identified by OACIs and Eos.

Nutrition Integration Pilots Initiated.

- An MOU with JHU TSEHAI implemented reaching 85 mother support group members and planting and completing one harvest in the Assosa hospital
- An MOU with IYCN resulted in a TOT with nine Eos and two OACs on basic knowledge of nutrition, HIV/AIDS and food preparation. Sites in Addis Ababa and Adama will be the pilot sites for integration of nutrition and food preparation training in collaboration with IYCN.

Referral Mechanism established.

- Each operational area developed resource maps to help beneficiaries to access government and other services.
- Through mapping key local resources such as churches, OVC support groups and other agencies are identified and partnerships formed for future collaboration.
- Referral guideline was finalized and delivered to OACs. The guideline defines the referral mechanism to be used by OACs and Eos.

1,671 caretakers and OVC (746 males and 925 males) were referred and received services related to education, vocation, protection, shelter and care, psychosocial and economic strengthening.

Group discussions implemented

Group discussions are used as a means of building group unity, group problem solving, and training. 123 discussion groups were held in 12 cities. The discussions are held once a month.

Major group discussion outcomes

- Created forum to attend trainings in OVC care, HIV/AIDS, nutrition and saving & loan issues
- Problem identification and solving capacity of beneficiaries were enhanced; common challenges were discussed and resolved through mutual support (eg. Group gardens were fenced, Hiring guard for their gardens, cleaning garden environment e.t.c)
- Information/experience was shared among beneficiaries to know where HIV/AIDS and OVC care services are available and encourage them to use those services.(improved referral services)
- Enabled organizing beneficiaries to form 128 saving and loan groups
- Contributes for gardening sustainability

New Training Approach Introduced

The Weekly Dialogue Tool was developed into a small booklet as the first edition to be tested

in the field and refined. The new tool provides the basis for a participatory approach adapted from the farmer field school methodology.

Base on the technical training held with international consultant Tom Cole in August, 2010, A five day TOT it was given to a total of 123 Eos, AEOs and Community Mobilizers (CMs) in the presence of 11 OACs in Gondar, Adama and Addis Ababa on the new training modules and observation learning methods. The first three days of the training was focused on a Weekly Garden Dialogue Tools while the fourth day were dedicated to Community Mobilization and group discussion Facilitation; and the fifth day to Group Saving and loan associations and marketing and entrepreneurship. Along with the training a set of materials including both electronic and hard copies of references– has been prepared and distributed to Eos, CM and OACs.

In December Tom Cole visited Northern sites to follow up the use of the tool. Based on these observations, modifications to the tool have been recommended and a plan for finalizing and translating has been recommended. Tom Cole's report is attached. The tool is generally found to be useful, but some refinement is needed before developing the second edition and translating.

Marketing and Financial Literacy Strengthened

- Savings and Loan guidance has been integrated into the Weekly Dialogue Tool.

Practical tools for marketing developed

- Practical guidelines on market research, market access and market information developed as part of the effort to improve the market information access to gardeners, thereby enabling gardeners to make production decisions (selection of vegetables for planting) should be information based (market oriented) are maximizing sales revenue from garden products.
- 50 market information boards distributed to implementing partners in the reporting period. The information board is just board where average market prices from three identified markets proximate to the respective garden to be displayed every month. Besides, orientation and technical assistance provided to OACs, Eos and AEOs on the purpose, how to use the market information boards and necessary guides on how to select the markets from which information collected.

- **Contract finalized for business skills training.**

Document preparation for Scope of work (SoW,) contract agreement and negotiations were finalized to the sole short term technical assistance (STTA) Women In Self Empowerment ("WISE"). The scope of work under this STTA envisaged the completion of the following work packages :

- (1) Adapting Basic Business Service manual, including a marketing component. ;
- (2) Organizing and conducting ToT on Basic Business skills, and Marketing for 15 Community Mobilizer drawn from 15 UGP implementing partners ;
- (3) Organize and provide training for 300 gardeners organized under 12 groups on Basic Business Skills , and cooperative formation;
- (4) Provide intensive capacity building support, including training for the cooperative management committee on leadership , record keeping s and
- (5) Facilitate the legalization of the cooperative by linking them with concerned body who is mandate to issue legal certificate.

- **Pilot vegetable marketing shops Sites Identified**

Identification conducted with close consultation of the respective OACs conducted, taking into account availability of vegetable stalls, access, viability and strength of the groups and opportunities for integration with other activities and getting support from local government authority. The geographical distribution of sites identified includes Addis Ababa, Debreziet, Hawassa, Shashemene ,Dessie , DebreMarkos, Gonder, Bahir Dar. A total number of 12 vegetable shop and marketing association group were identified to be established after the training.

Financial literacy expanded through GSLs

- TOTs were organized and conducted at three locations (Gondar , Adama and Addis Ababa) one day session was allocated for basics of Group Savings and Loan and marketing where Eos, AEO and CMs got a chance to understand the standard practices of the Village Savings and Loan methodology adopted as Group Savings and Loans in USAID UGP .
- Implementation guidelines of VSL were adopted for USAID UGP purpose and distributed to all implementing partners in hard copy as well as soft copy in CD for reference 50 Lockable Cash box and 2000 pass book prepared and distributed to IPs to increase financial literacy among the gardeners through formation community managed saving and loan groups .
- 8 quarterly monitoring visits were conducted in Adama, Debre Zeit, Awassa, Shashemene, Jimma, Wolison, Addis Ababa and Gondar to assess the uptake of the methodology in 15 implementing partners and indicating better understanding among the implementing partners on basic methodology and the IPs have started the rolling out process .
 - Beneficiaries gained a total amount of 18,663 birr from sales of surplus vegetable they produced
 - 998 OVC caretaker and OVC beneficiaries (283Males and 715 Female) are engaged in group saving and loan

Quarterly Stakeholders Meeting Held

- OACs in Adama, Hawassa, Shashemene, Debre Zeit, and Jimma operational sites organized quarterly stakeholders meeting with implementing partners and invited stakeholders from non-governmental organizations (NGOs) , government organizations (GOs), Community based organizations (CBOs) and other civil service organization. For the purpose of creating ownership and program sustainability, focal person to USAID UGP from Health, Urban Agriculture and Education offices, also attend the meeting. OACs and EOs have Bi monthly meeting in operation areas in order to discuss operations , challenges faced and sharing lessons learned with the two operational weeks other operation areas will hold similar meetings for the same purpose in mid January 2011.

New Staff Hired

New staff at head office and operation area level hired to reach the program target plan as scheduled:

- Cluster coordinator for North – Bahirdar office
- Cluster Coordinator South – Adama office
- Finance and Operation Director
- Livestock expert
- School /OVC advisor
- Two Operation Area Coordinators
- Logistic Coordinator

Sensitization workshop for new Implementing Partners Held- Proposals Solicited

A one day program sensitization workshop (November 19/2010) held here in Addis at ihion Hotel, 51 NGOs attend the workshop. The invitation was open announced by news paper inviting interested and experienced NGOs to work with USAID UGP. After getting proper briefing on the sensitization workshop about program operation, NGOs who wanted to join the program were advised to submit working proposal for competition. Based on the time schedule given to NGOs, USAID UGP organized proposal review committee from the program technical team, Addis Ababa urban agriculture office, JECCDO and WISE to make the review or selection process more transparent.

Nine new implementing partners will be selected in Meki, Wonji, Fenoteselam, and Makesengnit. The total number of cities by February 2011 will be 20.

Urban Agriculture Policy development workshop Held November 22-23- Hawassa

The Stakeholders validation workshop on the Addis Ababa Urban Agriculture situation Analysis was held in Hawassa. Participants came from USAID, International Livestock Research Institute (ILRI), Environmental Protection Authority, A.A municipality land use and urban planning, AA urban Agriculture office, local NGOs, Ministry of Agriculture, Trade and Industry bureau, Micro Finance Enterprise, Private sector enterprises, and Mayors of cities,

This workshop facilitated the development of a draft urban agriculture policy, currently the consultant submitted the first draft of the policy and distributed for comment to steering committee members nominated in the workshop.

The steering committee is in the process of reviewing the report and draft policy. The report is attached.

7. Challenges and Constraints and plans to overcome them during the reporting period

Quarterly challenges and Constraints for each program area

Care OVC

- Shortage of sustainable water and land source with number of households on some operational sites
- Huge manure demand to address soil fertility problem on some areas
- Extension officers turn over on some areas
- Beneficiaries' dropout due to engagement with other business, transfer and graduate of school OVCs, shifting from living place and death.

8. Data Quality issues during the reporting period

How you planned to address those concerns / improve the quality of your data for each program area

Care OVC

Data on production and consumption is based on gardener and EO estimation and results less accurate data

Common understanding on few indicators among operational area coordinators for example was determined among a few coordinators: - reporting number of secured sites instead of number of gardens managed by households.

Lack of internal data recording format of indicators at implementing partners level

Lack report on dropouts beneficiaries

Weakness of indicators to track nutrition related intervention of the program

What you are doing on a routine basis to ensure that your data is high quality for each program area

Care OVC

- Developing uniform reporting format and planning quarterly data quality assessment at implementing partner level to identify and support data quality problems.
- Provide trainings on data quality and recording, meeting indicators and on other relevant report formats
- close follow up of Extension officers to record properly the consumption and the harvested yield on time
- Planning orientation and debriefing session to OACs on the newly revised PMP indicators to create uniform understanding.
- Providing supportive monitoring visits to help IP to have internal data record keeping system and plan to provide technical assistant to develop internal data recording tools.
- Dropout reporting format developed and provided to OACs in order to report the data on time of occurrence
- Working to have better indicator to track programs impact on nutrition related intervention through recall method by selecting sample beneficiaries at each site and collecting information on the consumption habit of those same individual for consecutive days within a month

9. Major Activities planned in the next reporting period

Upcoming activities should highlight planned activities and solutions to identified constraints (write for each program area)

Care OVC

- Close follow up on quality garden establishment in all operation cities, especially on the 16 cities signed grant on September
- Follow and provide the required technical support to the new recruited implementing partners on expansion phase (on land securing, assessing water options, assist on beneficiary registration and other related duties)
- Conduct micro gardening contest in all operation areas (at household and schools level)
- Provide the required training to new involved Extension Officers and area coordinators

- Conduct cluster meetings at Bahir for North area operation, at Adama/Hawassa for South area operation and Addis Ababa for Addis and West operation areas
- Conduct grant signing and Start USAID UGP operation on new recruited cities (as of February 2011)
- Verify in-kind request for newly opened areas gardening operation
- Finalize weekly dialogue final version and interpret the manual to Amharic
- Train Community Mobilizers on saving and loan and cooperative formation principles
- Conduct market assessment to small ruminants for piloting to few areas
- Conduct field fair events in operation areas
- Assess the establishment of market shops on selected cities

10. Environmental compliance

Describe any issues related to environmental compliance (if there are any)

Care OVC

The Environmental Management Plan:

USAID UGP oversees the compliance with the IEE conducted in 2008 and works closely with the USAID environmental officer to ensure that all gardens are in compliance with the Initial Environmental Examination (IEE). Training has been staged for all OACS, EOs, AEOs on how to use environmental management plan. The IEE developed on December 2009, is currently being implemented. This has happened by developing Environmental mitigation and monitoring plans (EMMP) by gardens. Training has been given to OACs and EOs how to develop an EMMP by garden and how to make sure that the mitigation measures are implemented.

Initial Environmental Examination (IEE) Amendments:

The program has the plan to supplement the existing water sources (which are a challenge for the program operation) by developing shallow wells in some selected school gardens. Potential sites for five wells have been identified. For the activity to go ahead, there is a need to develop an amendment of the IEE to make sure that environmental issues in well development comply with the USAID 22CFR 216. At the same time the program has the plan to enhance the use of waste water and enhance composting through using effective micro-organism (EM) technology. For implementing the development of shallow wells and adopting an EM technology two amendments have been prepared to supplement the IEE produced for the entire program.

The amendments (Amendment No -1 and Amendment No – 2) have been prepared USAID UGP and working with the USAID Mission Environment Officer, and the amendments have been submitted to USAID for clearance and approval. The first amendment was for adopting EM technology at least on pilot basis and the second on developing shallow well to assess the impact of drilling shallow wells in ten different areas of the country for supporting gardening activities primarily in schools supporting OVC gardeners.

Waste water sorting for Micro-gardening:

One of the activities expected to be on implementation in this year is micro-gardening. This program is hoped to be more feasible if the water source is from household water

(house hold grey water). For the purpose, training has been given for 4 OACs and 14 EOs on collecting, sorting and reusing household grey water for micro-gardening, at their respective areas. This is feared to bring resistances from beneficiaries but EOs will further be encouraged to help beneficiaries to go ahead on using sorted grey water. This training is expected to continue for others too.

Soil quality tests:

A sludge accumulated at the Kombolcha textile factory has been anticipated as a natural fertilizer for the USAID Urban Gardens Program gardens, and a request came from the area for clearance. Two samples collected from the top and middle of the accumulation were tested for the chemical characteristics for use as natural fertilizer. But the results showed a significance availability of heavy metals like Chromium, Cadmium, Cooper, Nickel, Lead and zinc. The analysis results have been delivered to the respective organs at the site and recommendations made for them not to use the sludge for fertilizing the soil for vegetable gardening.

Water quality tests:

One garden, run by one IP at Debre Zeit town, was expected to use waste water coming from washing parts of a plastic factory. Physical observation was made and it was decided to suspend using the waste water and one sample (2 liters) taken to laboratory for physic-chemical and bacteriological analysis. The parameters which were tested were TDS, TSS, COD, BOD5, Fecal Coliform, Heavy metals, EC, Alkalinity, Acidity, phenol and others. The test results, made by Addis Ababa Environmental Protection Authority Environmental Laboratory, indicated severe pollution. Therefore, the water source (waste water) is totally left from use for vegetable gardening.

11. Issues requiring the attention of USAID Management

Identify and state issues that USAID needs to look at and address for each program area

Care OVC

- Approval of IEE amendment from the mission director to start the shallow well development timely

12. Data Sharing with Host Government:

Have you shared this report with the host government?

Yes ☐

No ☒

If yes, to which governmental office/s?

[Please put your response here]

If No, why not?

[Please put your response here]

13. Appendices

Annual Meeting Reports
Referral Guidelines